

DUET 50 PRO

1-Year Warranty

Thank you for purchasing the Duet 50 Pro wireless earbuds!

You are covered by our 1-Year Warranty

Register for your free warranty at:
www.backbaybrand.com/warranty

If you have any issues please feel free to email:
support@backbaybrand.com

How to Power On/Off

- To power on, remove the earbuds from the case or hold the buttons for 1 sec
- To power off, place the earbuds in the case or hold the buttons for 5 sec
- If the case is totally out of battery, the earbuds won't turn off automatically

USER MANUAL

Positioning

Place the earphone in your ear with the logo facing out. Rotate the earbud until you find a comfortable position



Choose the Right Ear-Tip

GREAT FIT = GREAT BASS



If you are having trouble putting on the tips, go to the site below for help:
backbaybrand.com/eartips

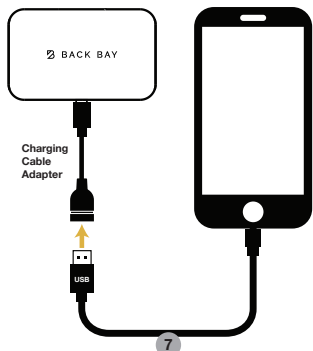
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Charging a Phone

Plug a USB-C charging cable directly into the charging case

OR

Locate the charging adapter cable in your accessories box. Plug it into the case, and plug your standard USB charging cable into the open port



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Pairing for the First Time

- Remove the protective plastic from the bottom of the earbuds
- Place the earbuds in the charging case until you see a white light
- Remove both earbuds from the charging case and **they will automatically turn on and connect to each other**
- Go to the Bluetooth menu on your device and **ONLY SELECT "Duet 50 Pro R" (do not select "Pro L")**
- If your phone shows a Bluetooth Pairing Request, press "Pair"

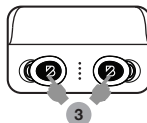
If the earbuds don't connect to each other, please follow the directions on the next page →

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Fixing a Connection Issue

- Go into your phone's bluetooth settings, find "Duet 50 Pro R" and "Duet 50 Pro L" then click "Forget This Device"
- Place your earbuds in the charging case
- Press and hold the buttons on both earbuds for 10 full seconds. **This will restore the earbuds to their default settings**
- Remove the earbuds from the case
- Then you should see "Duet 50 Pro R" as a discoverable device in your phone's Bluetooth menu "Don't select "Duet 50 Pro L"

If you don't see it in your Bluetooth menu, turn your phone's Bluetooth off and on again



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How to Charge

Charging the Earbuds

- Simply place the earbuds in the charging case
- When the earbuds are charging, a white light will shine on the earbuds
- When the earbuds are fully charged, the light will turn off
- The case will recharge the earbuds 15 full times

Charging the Case

- Use the USB cable included with your earbuds to connect the USB port on the back of the charging case to a power source

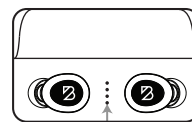
Do not use a charger that exceeds 5V 1A. A higher-powered charger may damage the battery

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Charging Status

The LED lights on the inside of the case will shine to show the battery status when you plug in the case or place the earbuds in the case

Battery 100%-75%	4 Lights
Battery 75%-50%	3 Lights
Battery 50%-25%	2 Lights
Battery 25%-0%	1 Light



LED Light

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Pairing Only One Earbud

Right Earbud

- Remove only the right earbud from the charging case (or hold the button on the right earbud to turn on)
- If you have connected before, the earbud should automatically connect
- If it does not automatically connect, select "Duet 50 Pro R" in your device's Bluetooth menu

Left Earbud

- Remove only the left earbud from the charging case (or hold the button on the left earbud to turn on)
- Select "Duet 50 Pro L" in your device's Bluetooth menu to connect

After you have paired the left earbud once, it should automatically connect when you turn on the left earbud again

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Specifications

- Bluetooth Version: 5.0
- Profiles Supported: APTX, HFP, HSP, AVRCP
- Microphone Features: CVC Noise Cancellation
- Supports Cellphone Voice Assistants
- Wireless Range: 10m
- Battery Capacity:
 - o Earphones: 50 mAh
 - o Dock: 2600 mAh
- Earphone Playtime: Up to 8 Hours
- Total Playtime with Charging Case: 130 Hours
- Charging Time: About 2 Hours
- Frequency Range: 20 Hz – 20 kHz

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Controls

Left Earbud



Volume Down
Double-Press Left Button

Previous Song
Hold Left Button for 1 Sec

Voice Assistant
Triple-Press Left Button

Right Earbud



Volume Up
Double-Press Right Button

Next Song
Hold Right Button for 1 Sec

Bass Mode On/Off
Triple-Press Right Button
(2 Beeps = Bass Mode On)

Pause/Play

Quickly Press Either Button

Power On/Off

Press and Hold Buttons for 5 Seconds

Force Pairing Mode

When Earbud is Off, Press and Hold for 6 Seconds

Phone Calls

Answer/End Call

Quickly Press Either Button

Reject Incoming Call

Double-Press Either Button

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Frequently Asked Questions

Q: Music only plays out of one earbud.

A: Follow reset instructions on page 4.

Q: How do I get more bass?

A: Put on a larger ear-tip. A bigger tip creates a better seal in your ears and gives you stronger bass.

Q: My earbuds don't automatically turn on when I take them out of the case.

A: Make sure to remove the protective plastic on the bottom of the earbuds.

Any other questions? Please email us!

support@backbaybrand.com

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